



Mountain View Public Library



Each year the Library loses hundreds of books and materials because people do not return them. It costs the Library money to replace these unreturned items and prevents others from being able to borrow and enjoy Library materials.

Starting October 1, 2009 we will be sending accounts with unreturned Library items to a collection agency.

Be sure to check your account and return any overdue items as soon as possible. **Customers whose accounts are sent to the collection agency will have to pay an additional, nonrefundable \$10.00 collection agency fee for each occurrence.**

Ways to make sure you do not have any outstanding overdue items:

1. Check your account at: <https://libris.ci.mtnview.ca.us/patroninfo~S0/>
2. Call Library Customer Services at (650) 903-6885
3. Check with Library staff at the Customer Services desk.

Ways to avoid overdue fines:

1. Keep your date due receipt with the item and check regularly
2. Provide the Library your email for a courtesy notice that reminds you two days before your items are due
3. Renew online if you need to keep your items longer (items that have a hold on them are not renewable)
4. Check your Library account frequently

If you need more information or want to discuss your account, please call (650) 903-6885